



COLORADO

Department of Transportation

Division of Transit & Rail
2829 W. Howard Pl. 4th Floor
Denver, CO 80204

DATE: March 8, 2019
TO: Transit & Rail Advisory Committee
FROM: David Krutsinger, Director - Division of Transit & Rail
Mike Timlin, Bus Operations Manager - Division of Transit & Rail
RE: Bustang Outrider Quarterly Update; Q2 FY2018-19

Purpose

The purpose of this memo is to provide the Transit & Rail Advisory Committee a quarterly Bustang Outrider update on operational and performance measures, with data ending December 31, 2018 (2nd Quarter).

Action

Informational only - no action is required.

Background

The Bustang Outrider rural regional bus service began operation in On January 2, 2018, with a Lamar- Pueblo route operated by Senior Resource Development Agency of Pueblo, Inc. Outrider uses a different funding source (FTA 5311(f), rather than state FASTER funds) and is contracted-out as a pass-through grant agreement rather than a direct operational agreement with specific requirements. FTA rules allow local cash match to be replaced by “in-kind” contributions from private intercity bus unsubsidized miles operated or Transportation Development Credits (TDC) from FHWA “toll credits” flexed to FTA projects.

Outrider serves essential service transportation from rural to an urban community services center as well as a connection to the national intercity bus network. Outrider is considered as, and is marketed as an “offspring” brand to the parent Bustang system. For these reasons, a separate Outrider update accompanies the quarterly Bustang update.

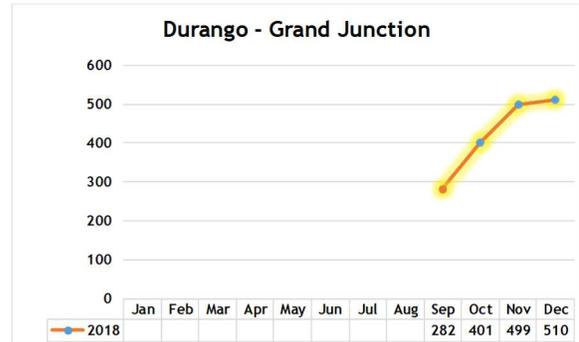
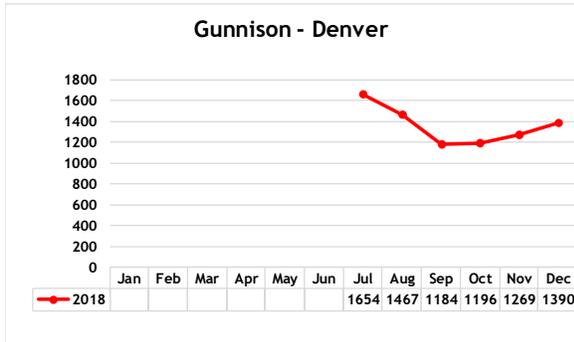
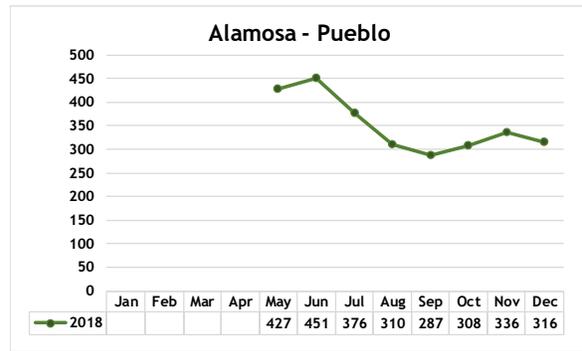
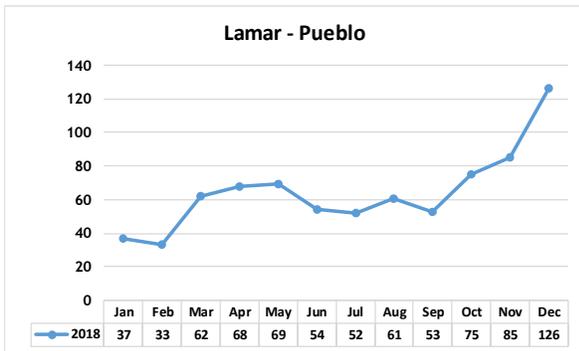
Details

ROUTES - All Phase II Outrider routes are in revenue operation and using the new Outrider State owned revenue fleet.

- Lamar - Pueblo in revenue service Monday through Friday except major holidays and operated by Senior Resource Development Agency of Pueblo, Inc. (SRDA)
- Alamosa - Salida -Pueblo is in revenue service daily and is also operated by SRDA.
- Gunnison - Salida- Denver is operating in revenue service daily and is operated by Alpine Express Shuttle.
- Durango - Grand Junction has transitioned to Outrider from Roadrunner operating in revenue service daily by Southern Colorado Community Action Agency (SoCoCAA, formerly SUCAP)
- Denver - Salt Lake City - is a collaborative service between Utah DOT and CDOT, operated by Greyhound Lines, Inc. While this service is a FTA section 5311(f) project and because of the multi-state nature of its operation it is not currently being operated with Outrider branding.



RIDERSHIP



TICKET SALES PLATFORM - Masabi ticket sole-source platform has not yet been executed by Procurement and Contract Services. Cash and interlined tickets from the intercity bus carriers are the sole source of ticket revenue for each operator. We expect to launch the ticket platform in FY 2019-20.

SERVICE ADDITIONS - December 17, 2018 saw the launch of service extension of the the Lamar - Pueblo line to Colorado Springs. As you can note on the ridership graph above, filling this service gap has dramatically improved ridership in the corridor.

ISSUES - SoCoCAA, operator of the Durango - Grand Junction Outrider Service was placed on a 90 day action plan due to poor reliability in service. There was a history frequent service disruptions and cancellations due to the serious lack of management of maintenace issues. The cure period requires SoCoCAA mangement to hire or contract with a vehicle maintenance engineer or expert to properly manage the required maintenance.

On March 31, 2019 a decision will be made as to whether SoCoCAA has made meaningful improvement to their processes to ensure a high level of reliability to continue service.

PHASE III PLANNING- TPR/MPO Meetings are on-going for stakeholder input. February saw presentations to, and feedback from San Luis Valley TPR, Southwest TPR and Northwest TPR. In March visits will be made to Gunnison Valley TPR, Upper Front Range, Southeast and South Central TPR's

Next Steps

- Continue Stakeholder meetings through April 2019
- Receive comment from TPR's on Phase III planning and implementation.
- Assess and compile Phase III operating cost estimates and fleet needs for STAC, TRAC and T & I review and prioritization by November 2019

